



WELCOME TO THE CHILDCARE DEVELOPMENT FUND (CCDF) PROGRAM

CCDF PROVIDER MANUAL



Thank you for choosing to serve families enrolled in the Child Care and Development Fund (CCDF) Program. The CCDF Program provides child care subsidies for low income families who are working or attending an accredited /certified school or training program. These families rely on affordable, quality child care in order to work and become self-sufficient. Their children rely on high quality child care in order to be safe, healthy, learning and ready to succeed in school and life.

You are an important part of the success of the families you serve!!

The CCDF Program is administered through the Indiana's Family and Social Services Administration (FSSA) in the Division of Family Resources (DFR), Bureau of Child Care (BCC). BCC is committed to increasing the availability of quality child care environments for all Indiana families. High quality child care environments ensure that children are safe, healthy and learning. Assistance and support is available to all child care providers who wish to continue to grow professionally and offer the best quality child care possible. One of the many ways to receive this assistance is by joining Paths to QUALITY™, Indiana's Quality Rating and Improvement System.

Paths to QUALITY (PTQ) is a free, voluntary system that allows all regulated child care providers the opportunity to join and provides families with an easy to recognize symbol of quality to assist in making child care choices which are best for their family. Each level of this four level system builds on the foundation of the previous one, resulting in significant quality improvements at each stage and national accreditation at the highest level. There are many advantages to joining Paths to QUALITY including free on-site technical assistance, free and low cost trainings, awards and incentives at each level and free marketing opportunities. If you are not currently participating in Paths to QUALITY and are interested in learning more, contact your local Child Care Resource and Referral Agency or the Indiana Association of Child Care Resource and Referral at (800) 299-1627.

The Indiana CCDF Provider Manual which follows is intended to give new providers an overview of the CCDF program including helpful hints on getting started and details about CCDF program policies and procedures. As a CCDF provider it is your responsibility to be fully aware of all CCDF policies and procedures. It is recommended that you check BCC's website at www.childcarefinder.in.gov frequently for important CCDF announcements and other helpful resources.

If you would like more complete information about Indiana's CCDF Policies and Procedures, you may view the complete CCDF Policy and Procedure Manual at <http://www.in.gov/fssa/files/CCDFPolicyProcedureManual.pdf>

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COMMONLY USED TERMS

805 Application

The form a family completes with the Intake Office when applying for CCDF assistance.

Accreditation

A voluntary system which evaluates child care programs against specific criteria in areas of curriculum, health and safety, parent communication, and staff qualifications which has been validated by a nationally recognized early childhood organization or institution.

Adverse Action

Adverse action is an action toward an Applicant or Co-Applicant that includes denial of services, the potential termination of services, increase in co-payment or reduction in services. CCDF Applicant / Co-Applicant and CCDF Eligible Providers must be notified at least ten (10) calendar days before an Adverse Action can be imposed.

Age of Child

Children must be under the age of thirteen (13), unless they have a qualifying documented special need. Children with a documented special need who require adult supervision or children requiring court ordered adult supervision may be enrolled through age seventeen (17).

Association of Christian Schools International Accreditation (ACSI)

A Voluntary, nationally recognized accreditation system for child care programs. It is authorized and validated by the American Christ Schools International (ACSI).

Affiliated Computer Services (ACS)

The company under contract to the Indiana Family & Social Services Administration to install and maintain the Hoosier Works for Child Care Payment System.

Appeal

The right to request a hearing or administrative review as a result of a Notice of Order, suspension or termination.

Attendance

An electronic or written record of child care provided which includes date and time of arrival and departure and has been verified by the parent/guardian for an identified period.

Authorized Representative

A person, over the age of 18, other than the CCDF applicant(s), who receives a Hoosier Works for Child Care card with parent/guardian consent and is permitted to check children in or out of the child care facility or home. This authorized representative does not include their child care provider.

Break Care Voucher

A document which states the authorized subsidy for school-age child care services for a specific eligible child during a break in school which is greater than one week, including: CCDF eligible provider, begin date, and date, and dollar amount. Multiple vouchers within a subsidy begin and subsidy end date may be created to facilitate flexibility.

Central Reimbursement Office (CRO)

An entity which validates and processes claims from CCDF Eligible Providers.

Check-In / Check-Out

The term to describe the process of electronically documenting a child's attendance through the use of a Point of Service (POS) device located at the child care center, home or ministry.

Child Care Development Fund (CCDF)

The Federal program which subsidizes eligible families' child care.

CCDF Provider Eligibility Standards (PES)

These standards were also called Minimum Standards and are defined by Indiana state law. If a child care provider wants to be paid to care for CCDF children, they must meet these standards. These standards are linked to the building or home where child care takes place. If a child care provider moves, the new building or home must be inspected. CCDF approval does not automatically transfer to another site.

Child Care Resource and Referral (CCRR)

An agency serving each Indiana County to help families make decisions about quality child care for their children. CCRR agencies also offer various training opportunities and other business and child care resources to providers.

Co-payment

A co-payment is defined as a weekly fee for child care based on the CCDF Household's Income exceeding 100% of the Federal Poverty Guidelines and their year of CCDF participation utilizing the Division of Family Resources Child Care Income Eligibility Determination and Sliding Fee Scale.

Council on Accreditation (COA)

A voluntary, nationally recognized accreditation system for early childhood centers and after-school programs. It is authorized and validated by the National Early Childhood Program Accreditation Commission.

Discrepancy

A discrepancy is defined as a payment request from a child care provider resulting from an incorrect payment for services provided. This request may be for additional payment for a weekly, hourly or daily voucher when payment was less than authorized subsidy.

Full Time Care

Care provided for twenty-five (25) hours or more per week, Sunday through Saturday, for non-school age children or school-age children when school is not in session or when care is required during non-traditional hours. For school-age children, when school is in session, full time care is defined as fifteen (15) hours or more per week Sunday through Saturday.

Holidays

A provider's six (6) chosen dates of closure per calendar year for which the child's attendance is credited as documented on the child's CCDF voucher.

Hoosier Works for Child Care (HWCC)

The electronic swipe card system which pays for child care provided to an authorized CCDF children.

Indiana Family & Social Services Administration (FSSA)

Indiana's lead agency for CCDF funding.

Legally Licensed Exempt Home Provider

An unlicensed home provider, who does not care for more than 5 unrelated children at a time.

Licensed Child Care Center

A provider licensed to provide child care services where at least one child is cared for in a non-residential structure.

Licensed Child Care Home Provider (Class I or Class II)

An individual who provides child care services in a residential structure other than the child's residence.

Local Intake Office

The agency where families apply for child care assistance to determine eligibility to receive CCDF services.

Nanny Care

Child care services provided by an individual over eighteen (18) years of age who comes into the child's own home and does not reside at the child's address.

National After-School Accreditation (NAA)

A voluntary, nationally recognized accreditation system for after-school programs. It is authorized and validated by the National After-School Association.

National Association for the Education of Young Children Accreditation (NAEYC)

A voluntary, nationally recognized accreditation system for all types of early childhood centers and schools. It is authorized and validated by the National Academy of Early Childhood Programs, a division of the National Association for the Education of Young Children (NAEYC).

National Association for Family Child Care Accreditation (NAFCC)

A voluntary, nationally recognized accreditation system for family childcare homes. It is authorized and validated by the National Association of Family Child Care (NAFCC).

National Early Childhood Program Accreditation (NECPA)

A voluntary, nationally recognized accreditation system for early childhood centers. It is authorized and validated by the National Early Childhood Program Accreditation Commission.

Non-Traditional Care

Care provided outside Monday through Friday, 6:00 a.m. to 6:00 p.m., and sick child care.

Over Amount or Overage

The portion of a provider's charges which exceed the applicable county CCDF Reimbursement Rate and may be charged to the parent/guardian.

Paths to QUALITY (PTQ)

Paths to QUALITY™ is a system where each level builds on the foundation of the previous one, resulting in significant quality improvements at each stage and national accreditation at the highest level. The system validates programs and providers for ongoing efforts to achieve higher standards of quality and provides incentives and awards for success.

Personal / Absent Days

Twenty (20) days a parent/guardian may use for a child's absence per enrollment year. Personal / absent days are provided to children who are enrolled on a full time weekly basis. These days may be used at the parent/guardians discretion for days when the provider was open for business, and the child was scheduled to attend, but did not attend any part of the day.

Point-of-Service (POS)

The device used to swipe/check children in and out of your child care home or facility.

POS Reports - Reports child care providers receive from the POS equipment.

Daily Receipt – The receipt is printed each time a child is checked in or out.

Exceptions Report – A report showing any child who has been checked in but not checked out.

Totals Report – A report showing payments made to your home or facility for the previous business week. The business week starts on Sunday at 12:01 am and ends on Saturday at 12:00 am (midnight).

Provider

An individual, eighteen (18) years of age or older, who is responsible for the direct care, protection, and supervision of children in the absence of their parent/guardian.

Ratios (Child/Staff)

The maximum number of children permitted per direct child care provider in accordance with state regulations.

Resident

A person who lives in the county in Indiana where they are applying or receiving assistance. This can include a person temporarily residing in a domestic or homeless shelter. Also included are children who are legal (qualified) aliens. There is no minimum length of time a client must reside in Indiana.

School-Age

Child care provided to children attending school for the entire day needing before and after school care during traditional hours, including children attending all day Kindergarten.

School-Age Other

School-age other care is defined as child care provided during a break in school which is greater than one (1) week, for care provided outside of Monday through Friday 6:00am – 6:00p.m. and care provided to sick children.

Service Need

A service need is established when each parent/guardian living in the home with an eligible child/children can demonstrate the need for child care by providing proof of participation of one or more of the following: employment activities, education and training activities or Child Protective Services.

Shift Care

CCDF children are assigned to a shift, according to the parent/guardians service need to one or both 12 hours shifts. (Shift One – 6:00 a.m. to 6:00 p.m. / Shift Two – 6:00 p.m. to 6:00 a.m.). A child who needs care that would overlap the shifts will be assigned to **both** shifts.

Store and Forward (SAF)

The POS system's method of processing swipe activity (check in / checkout) when the telephone line is unavailable. The swipes are stored in the POS and forwarded to the main computer when the phone line becomes available provided electricity is available or battery life remains.

Subsidy

The maximum child care reimbursement less applicable co-payment.

Substantiation

A determination regarding the status of a child abuse/neglect, fraud or health and safety hazard report whenever facts obtained during an investigation of the report provides credible evidence it has occurred.

TANF

Temporary Assistance to Needy Families

TANF IMPACT

A TANF program that provides services to parents who are involved in very specific job related activities.

The Consultants Consortium (TCC)

The agency responsible for inspection and certification of legally license exempt centers and homes.

Unlicensed Registered Child Care Ministry

Child care services provided by a religious organization which is exempt from state licensing, but must meet the minimum requirements of sanitation, fire prevention, and building safety pursuant to IC12-3-2-12.7(c).

Voucher

A document which states the authorized subsidy for child care services for a specific eligible child, including: CCDF eligible provider, voucher date and dollar amount. Multiple vouchers within the subsidy period may be created to facilitate flexibility.

Voucher Begin Date

The date a voucher is considered valid for reimbursement to a CCDF eligible provider. The first voucher begin date may be the same as the subsidy begin date unless the CCDF applicant or Co-Applicant has requested alternate begin date or has been placed on Approved Leave.

Voucher End Date

The date a voucher is no longer considered valid for reimbursement to a CCDF eligible provider.

Waiting List

A list of children who preliminarily meet financial need and declare a service need of employment, education/training or Child Protective Services, but for whom there are not available CCDF funds.

WHO ARE CCDF ELIGIBLE PROVIDERS?



All providers are required to submit a W-9 form to be verified with the Internal Revenue Service (IRS). Reimbursement will not be made until the verification has been completed and approved.

The following categories of providers with a valid Indiana child care license are considered eligible CCDF providers:

Categorically Eligible CCDF providers are:

- **An Indiana Licensed Child Care Center** (IC 12-7-2-28.4) – a non-residential building where at least one child receives child care from a provider:
 1. While unattended by a parent, legal guardian, or custodian
 2. For regular compensation;
 3. For more than four hours but less than 24 hours in each of ten consecutive days per year excluding intervening Saturday, Sunday and holidays.
- **An Indiana Licensed Class I Child Care Home** - a child care home that serves any combinations of full-time and part-time children, not to exceed at any one time twelve (12) children plus three (3) children during the school year only who are enrolled in at least grade one. The addition of three school age children may not occur during a break in the school year that exceeds four weeks. (Some child care homes may be licensed for only ten (10) children).
- **Licensed Class II Child Care Home** - a child care home that serves more than twelve (12) children, but not more than sixteen (16) full-time and part-time children in any combination, at any one time.

All other providers are required to meet CCDF Provider Eligibility Standards.

CCDF Provider Eligibility Standards (PES):

Effective July 1, 2002, the General Assembly passed legislation that requires all child care providers to comply with certain health and safety standards prior to their participation in the Child Care and Development Fund Voucher Program. Unlicensed childcare providers must demonstrate compliance with the CCDF Provider Eligibility Standards through written documentation as well as a home/facility inspection. The verifying agencies are as follows:

- Registered child care ministries – child care health consultant
- Legally License Exempt child care providers / Nanny Care – The Consultants Consortium (TCC – state contractor)

CCDF Provider Eligibility Standards (PES) are:

1. The provider, or individual over the age of 18 who resides with the provider, or anyone employed or volunteering at the facility shall provide evidence that they are free from communicable Tuberculosis.
2. The provider must have written plans for notifying parents of their illness or serious injury.
3. The provider must post an evacuation /emergency plan in case of fire or inclement weather
4. The provider must be annually certified in CPR appropriate for the children to whom they provide care and currently certified in First Aid.
5. The provider must conduct and document monthly fire drills.
6. The provider, or individual over the age of 18 (or under 18 and previously waived to Adult Court) who resides with the provider, or anyone employed or volunteering at the facility must provide a criminal history check which documents that the individual has not been convicted of a felony and/or a misdemeanor related to the health or safety of a child and/or a misdemeanor for operating a child care center or home without a license.
7. The provider, or individual over the age of 18, who resides with the provider, or anyone employed or volunteering at the facility shall provide evidence that they have not been named as the alleged perpetrator under Indiana Code 31-33-17-6(7).
8. The provider, or individual over the age of 18 who resides with the provider, or anyone employed or volunteering at the facility must submit to drug testing which verifies that there is not a presence of an illegal controlled substance.
9. The provider must maintain and annually update documentation of age appropriate immunizations for each child who is cared for in the facility
10. The facility must have a working telephone. Cellular phones are not acceptable. An analogue phone (or acceptable conversion device) will be required in order for the electronic CRO to process provider payments.
11. The facility must have hot and cold running water.
12. The facility must have working, appropriately located smoke detectors and fire extinguishers.
13. The facility must have two exits, other than windows, located on different sides of the facility that are not blocked and do not require passage through a garage or storage area where hazardous materials are stored and may be operated from the inside without the use of a key or any special knowledge.
14. The provider must offer a safe environment by ensuring that firearms and ammunition, poisons, chemicals, bleach and cleaning supplies and all medications are inaccessible to children.
15. The provider must ensure children in care are appropriately supervised.
16. The provider shall complete Safe Sleep Training

Once a childcare provider has complied with all required health and safety standards, they must agree to maintain compliance. A child care provider's failure to maintain compliance may result in termination from the Child Care and Development Fund program. Intake Agents will be notified of a childcare provider's failure to comply with CCDF Provider Eligibility Standards by fax or email. The Intake Agent will take immediate action on notify applicants of the

denial/revocation to ensure applicants receive adequate notice regarding the status of their current childcare provider.

CCDF Providers that must demonstrate that they meet Provider Eligibility Standards (PES) are:

- **Unlicensed Registered Child Care Ministry** – is defined as a child care provided as an extension of a church or religious organization that is exempt from deferral income taxation under Section 501(c)(3) of the Internal Revenue Code, unlicensed but registered with the Division of Family Resources/Bureau of Child Care and Indiana State Fire Marshal's office.

- **Legally License-Exempt Providers**

The following are exempt from licensure per IC 12-17-.2-2-8.

1. A program for children enrolled in grade kindergarten through 12 that is operated by the Department of Education or a public or private school.
2. A program for children who become at least three years of age as of December 1 of a particular school year (as defined in IC 20-10.1-2-1) that is operated by the Department of Education or a public or private school.
3. A nonresidential program for a child that provides child care for less than four hours a day.
4. A recreation program for children that operates for not more than 90 days in a calendar year.
5. A program whose primary purpose is to provide social, recreational, or religious activities for school age children, such as scouting, boys club, girls club, sports, or the arts.
6. A program operated to serve migrant children that provides services for children from migrant worker families; and is operated during a single period of less than 120 consecutive days during a calendar year.
7. A child care ministry registered under IC 12-17.2-6
8. A child care program operated by a public or private secondary school that provides day care on the school premises for children of a student or an employee of the school; complies with health, safety, and sanitation standards as determined by the division under IC 12-17.2-2-4 for child care centers or in accordance with a variance or waiver of a rule governing child care centers approved by the division, under IC 12-17.2-2-10; and substantially complies with the fire and life safety rules as determined by the state fire marshal under rules adopted by the division under IC12-17.2-2-4 for child care centers or in accordance with a variance or waiver of a rule governing child care centers approved by the division under IC 12-17.2-2-10.
9. A child care home if the provider does not receive regular compensation; cares only for children who are related to the provider cares for less than six children, not including children for whom the provider is a parent, step-parent, guardian, custodian, or other relative operates to serve migrant children.

- **Nanny Care (Care provided in a Child's Home by a Non-Resident)**

Child care provided by an individual provider who comes into the child's own home is defined as Nanny Care. This provider may not reside at the child's address; this individual is a non-resident. Parents, stepparents and legal guardians are not to be reimbursed for the care of their own children. Nanny Care is available only for families in which three or more related children require child care. The children all must be members of the same family and related to each other by blood or law. Exceptions may be made for the following situations:

- Foster children residing in the same foster home, or
- Children who are medically fragile and need care in their own home (with proper documentation).

All CCDF Eligible Providers must enroll with the Central Reimbursement Office (CRO)

In addition to being certified, a CCDF provider is required to be enrolled with the Central Reimbursement Office (CRO) or Affiliated Computer Services (ACS). This process begins when a CCDF eligible family selects you as their child care provider.

To be enrolled, a provider must:

- Be at least 18 years of age; and
- Be legally operating under Indiana's child care regulations including meeting the required certification requirements; and
- Have a working land-line telephone that is compatible with the electronic time and attendance system; and
- Complete and submit all required paperwork to the CRO.

A provider may **not** receive CCDF payments for a child if the provider is;

1. A sibling of the child being cared for and lives in the child's household; or
2. The child's parent or step-parent; or
3. The child's legal guardian.



For more information on becoming a qualified provider visit:

<http://www.in.gov/fssa/carefinder/3903.htm>

or contact the Bureau of Child Care at 1-877-511-1144

WHO ARE ELIGIBLE CCDF VOUCHER FAMILIES?

Just as providers must meet certain criteria to become eligible for the CCDF voucher program, so must families who want to enroll in the CCDF program. Some of the CCDF criteria are found in the table below.

SERVICE NEED	Generally speaking, parent(s) must be employed or in school. TANF Impact families need to obtain a referral from their caseworker. The number of hours approved for child care depends on the work/school schedule of the parent(s) or their Impact participation.
RESIDENT	Families must apply for CCDF at the Local Intake Office serving the county in which they live, even if their child care provider is located in a different county.
AGE OF CHILD	Children must be <u>under</u> the age of 13, unless they have a <u>qualified and documented</u> special need. Children with a documented special need who require adult supervision or court ordered adult supervision may be enrolled <u>through</u> age 17.

Families are required to verify their eligibility from time to time. This process is called reauthorization and is completed through the Local Intake Office. Failure of families to reauthorize will result in termination from the CCDF program. Child care services provided after the voucher end date are the responsibility of the family. **CCDF reimbursement cannot be made after the voucher end date.**

HOW DOES A CCDF FAMILY CHOOSE ME AS THEIR PROVIDER?

Each time a family is enrolled or reauthorizes in the CCDF program, their provider will need to complete the **Provider Information Page** documenting information about their charges for child care on an hourly, daily and/or weekly basis. **These charges must not be more than the charges to non CCDF families.** If a provider does not offer hourly or daily rates to families, the CCDF family of a child in need of part-time child care will be required to select another provider.

Completing the Provider Information Page for a family that wishes to choose you as their provider **does not** guarantee payment for services. A family must complete their application process to receive a child care voucher. Once this application process is completed you will receive a copy of the voucher.

A sample of the **Provider Information Page** has been provided on the following page.



PROVIDER INFORMATION PAGE (Child Care and Development Fund Voucher Program)

State Form (10-11) BCC 0805Adem DRAFT

Parent (Guardian) Name Enter the CCDF Parent's name here Date Completed Form may not be more than 30 days old

Caregiver's Name Enter your name here Business Name (if applicable) Enter business name here, if applicable

Street Address (where care is provided) This is the location where care is being provided

City _____ Zip _____ County _____

Social Security or EIN Number (last 4 digits only) Enter number on your W9

Hours of Operation _____ Days (Please circle) S M Tu W Th F S

Type of Provider

- ☐ Licensed Home License # _____
☐ Licensed Center License # _____
☐ Registered Ministry Registration # _____
☐ License Exempt Home
☐ License Exempt Facility Check your Provider Type
☐ Providing care in child's home Give number, if available

Child's Name (first & last)	Child's Age Years / Months	Kindergarten Indicate HD = ½ Day FD = Full Day	Current Charge (List charges for School- Age School Year) Week / Day / Hour	Charge for next age group (If child is currently 2 list charge at age 3) Week / Day / Hour	School-age (List charges for summer/evening care) Week / Day / Hour
Name of Child Receiving Care	Enter Age		Provide all charges	This must be	For care provided
			including part-time,	completed	Evenings/weekends
			If part-time is offered		

FOR SCHOOL AGE AND KINDERGARTEN FULL-DAY CARE

School Year Begins Current year begin Ends Current year ends

Does school-age child need break care vouchers? ____ No ____ Yes

If yes, a school schedule must be provided. Complete to request vouchers for periods school is not in session - Include school calendar.

PROVIDER AFFIRMATION

I affirm the information provided on this application form is true and correct. Further, I affirm child care will be provided at the address listed above and agree to comply with the rules and regulations of the CCDF program. (Available on BCD website www.in.gov/fssa) In signing this application, I certify I am the individual listed above or the authorized designee.

Signed, This form MUST BE signed

Are you related to the children listed above? ____ If yes, explain _____

**** You must answer the question above if you are a home provider ****

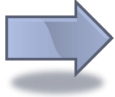
PLEASE NOTE: Eligible providers must demonstrate compliance with CCDF Minimum Standards prior to participation in this program.

Parent / Guardian: Your caregiver must complete this information in its entirety. Please bring the completed form to your appointment to assist in prompt completion of your child care vouchers. If you wish to make a provider change, you must obtain new vouchers prior to attendance or payment for care may become your responsibility.

Provider: Please complete all information and sign the form in the box to the left.

If you have any questions, please contact: Your local Intake Office information will be in this box. Call them with any questions regarding this form.

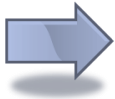
Please be sure to fully complete this form.¹⁵



Until you receive a copy of the Child Care Voucher, you can not verify that a family has been enrolled in the CCDF program. Therefore, providing care without an authorized voucher is at your own risk. This will also alert you to any possible changes in reimbursement and/or co-pay expected from the family.

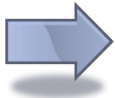
WHAT IS A CCDF VOUCHER?

A CCDF Voucher is issued to a family when they have completed the application process. This document provides the child care provider important information about the family's child care assistance such as the rate of reimbursement, the number of hours of care that have been authorized, and the length of time the subsidy will last before a reauthorization must be completed.



You should keep track of the date each of your families are due for reauthorization. This date may be found on the paper voucher and is listed as "Voucher End Date". It is helpful for parents to get reminders about this date from both their Intake Office and their child care provider.

Receipt of a Child Care Voucher authorizes payment for child care services for a specific duration of time and reimbursement rate. A child's voucher may be amended prior to the voucher end date. While you should receive notification of this change, it is also important to check www.hoosierchildcare.com to verify voucher end dates and reimbursement rates on a regular basis.



Providers must care for a child at the site listed on the child's voucher. Children must have their attendance recorded on the POS device assigned to the address listed on the child's voucher.

State of Indiana Child Care Voucher

Family and Social Services Administration, Division of Family Resources

for the period Nov 07,2010 through Feb 12,2011

THIS IS A CCDF VOUCHER FOR CHILD CARE SERVICES

Voucher Dates

Parent/Guardian:
Test, Sample L
9999 Drive
Indianapolis IN
46229

Family
Information

County: Marion

Child: Test, Child B
Date Of Birth: 6/25/2005
Age Group: 3/4/5 years old
Child Number: 1

Child Number
for swipe card

Case Number: 96670
Sequence Number: 11

Intake Agency:

Name of Agency
who issued voucher

Facility: ABCDG Child Care
9999 B Menden Rd
Marion IN
46113

Provider
information

Address
where care
is provided

Phone: (317)856-9999
County: Marion

Mailing Address:
9999 Mall Rd
Marion IN
46113

Facility Type:
Home Licensed

Shift:
Shift 1

Voucher Info

Status: Active
Service Hours/Day: 6
Service Hours/Week: 30
Full time/Part time: Full Time
Number of Days/week: 5
Number of Weeks: 14

Provider Charge: \$110.00/week
Copay: \$9.00/week
Over Amount: \$10.00/week
CCDF Subsidy Amount: \$ 91.00
Total/Subsidy Amount: \$1,274.00

Amount
Parent owes
each week

Maximum weekly
subsidy amount

One Personal day is equivalent to one Service Day

Parent must recertify
for service by this date

Recertification Date: February 12,2011

Signature:

Director, Division of Family Resources

Date:



You should keep this voucher for your records. DO NOT MAIL THIS VOUCHER TO THE STATE.

Parent/Guardian (Please retain for your own records.)

To select a pin for your Hoosier Works for Child Care Card:

Call 1-800-876-0487
Have 16 digit Hoosier Works Card Number ready
Have a PIN selected
Follow the instructions given by the automated attendant
Application Information:
Case Number = 1986
Sequence Number = 1
Parent Date of Birth = 1/1/1986

To Setup PIN#
for swipe card

Para activar su tarjeta:

Llama a gratis a 1.800.876.0487
Tiene los 16 dígitos de la tarjeta Hoosier Works listo
Tiene un número de PIN escogido
Sigue las instrucciones por asistente automatizado
Tiene la disponible:
El Número del Caso = 1986
El Número de Serie = 1
La fecha del Nacimiento = 1/1/1986

If you or your Authorized Representative have trouble using your Hoosier Works for Child Care Card, please contact the Hoosier Works for Child Care Client Help Desk at 1-866-258-8808.

To report suspected CCDF Fraud by either a parent or provider please contact the CCDF Fraud Coordinator at 317-234-2200.



It is your responsibility to verify your charges have been entered correctly. If a CCDF eligible provider reports an Intake Agent error on the CCDF voucher within 45 days of issuance, CCDF subsidy may be adjusted. If the CCDF eligible provider or Applicant/Co-Applicant fails to notify the Intake Agent of an error timely, the CCDF voucher will remain unchanged.

HOW DO I GET PAID?

Childcare reimbursement is only authorized to certified and enrolled providers. Certified is defined as a child care provider meeting CCDF Provider Eligibility Standards and is either regulated by the state (licensed child care center, licensed family child care home, or an unlicensed child care ministry) or provided by legally licensed-exempt providers. After you have been CCDF certified and a child care voucher has been assigned to you, Affiliated Computer Systems (ACS) will provide you with a Point of Service (POS) device for your facility or home. To receive reimbursement for child care services provided, you **must** have a Point of Service (POS) device that is connected to a landline phone that is compatible with the POS device and a bank account. The state contractor, Affiliated Computer Services (ACS), responsible for installation and maintenance of all POS devices, will contact you to install a POS device at your facility or home. It generally takes 10 days to receive your POS machine once a CCDF child is enrolled and attending.

When you receive your POS device, you will receive information on the installation and use of the device as well as the remaining documents to complete your CCDF Provider enrollment process. These forms include:

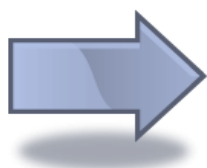
- A POS device contract which must be signed; and
- A Provider Holiday Statement to complete, if you have a policy requiring families to pay for days you are closed; and
- A Statement of Service (Discrepancy) claim form with instructions for future use, if needed; and
- A Payment schedule for your reference; and
- A Direct deposit form to complete; and

You must complete these forms and return them to:

ACS State & Local Solutions, Inc.
101 West Ohio, Suite 1700
Indianapolis, IN 46204
FAX# (317) 423.9720

*** You cannot get paid until the above information is completed***

Installation, replacement and repair of the POS devices are the responsibility of ACS. You will be provided with two rolls of paper for the device when it is installed. You are responsible for purchasing replacement paper; however, a portion of this cost will be reimbursed by ACS electronically. To find more details about replacement paper, please refer to your POS operation manual.



If you have not been contacted by ACS within 5-10 business days to receive a POS device or are having difficulty with your POS device, call the ACS Provider Help Desk.

Provider Help Desk (800) 422-0850
Generic Provider ID #1234
Generic Password 123456

My POS Device is installed. Now what?

- Families must use their Hoosier Works for Child Care cards to record time and attendance information (in-and-out swipes) on the POS device in your facility or home. Failure to do so may result in termination of the child's CCDF benefit without notice.
- Failure to require CCDF families to enter their attendance through the POS machine will jeopardize the accuracy and timeliness of your payments and may result in your decertification as a CCDF eligible provider.
- **Providers must maintain additional written attendance records which document all children's arrival and departure times.** It is best practice to obtain a parent signature, written or electronic, verifying attendance times.
- The POS must be connected to your land-line phone in order to send the swipe information to the state data center where it is processed for accurate reimbursement.



WARNING!!!!

CCDF Child Care Providers may not possess or use a Hoosier Works for Child Care card, card number and/or Personal Identification Number (PIN), or other information enabling a provider to document a CCDF eligible child's attendance. This policy also applies to child care staff, as well as any members of the provider's household in which child care is provided. CCDF Providers may not require or coerce families to violate this policy.

Failure to follow the above policy will lead to negative action including suspension and/or termination from the Child Care and Development Fund (CCDF) voucher program and required repayment of CCDF funds received. This policy is applicable to all child care providers receiving CCDF reimbursements.

DOCUMENTING ATTENDANCE

The CCDF parent(s) or guardian(s), and one additional authorized user if requested will be given a Hoosier Works for Child Care (HWCC) swipe card as shown below.



The Intake Office will provide families with an opportunity to view a training video or will provide verbal training, as well as written training materials, explaining the use of and policies related to the HWCC swipe card.

Families document their children's attendance by swiping this card through the POS device... The CCDF parent/guardian/authorized user is responsible for swiping their Hoosier Works for Child Care card to electronically document their child(ren)'s attendance. Failure to do so may result in termination of the child's CCDF benefit without notice. The provider is responsible for verifying an enrolled child's parent/guardian is properly documenting their child/children attendance. In addition, the provider is responsible for maintaining written attendance records which support their electronic child care claim (i.e. Parent Sign-in/out sheets or other appropriate method). Failure to properly use the POS device will result in an inaccurate or delayed reimbursement. Reimbursement is based on the attendance recorded by the POS device in your center, home or ministry. Providers who do not require their CCDF families to utilize the electronic attendance system may be in risk of decertification from the CCDF program.

Remember: Your payments are based on families using the POS device accurately!

In order to ensure parents are documenting attendance correctly, to verify payments received and to see all active vouchers assigned to your facility, a Provider Website is available to all current CCDF Providers. The website is www.hoosierchildcare.com.

Hoosier Works Cards found in provider's possession

First offense –If a provider is believed to be holding CCDF Hoosier Works cards or card numbers and PINs, BCC will send a warning letter to the provider. Providers may be required to submit a Corrective Action Plan, sign a new provider agreement form, and will be subject to ongoing monitoring. Cards believed or known to be in the possession of the provider will be deactivated. Families will be required to get new Hoosier Works Cards through the local Intake Agent Office within 10 days. Families may be required to sign a new parent agreement indicating that they understand the policies and procedures of the CCDF program

Second offense – If it is determined that a provider is in possession of HWCC cards or card numbers and PINs for a second time the above actions will be repeated. Additionally, repayment

of CCDF funds previously received may be required. Both providers and families may be suspended or terminated from the CCDF program for failure to comply with CCDF policy and procedures.

How Is My Reimbursement Calculated?

Your reimbursement rate is calculated based on the CCDF subsidy amount on the voucher and swipe activity.

The weekly subsidy amount is equal to your weekly charge minus the over amount or overage minus the co-payment.

OVER AMOUNT OR OVERAGE

If your established rates exceed the applicable county CCDF reimbursement rate (see below), this difference is called an “Over-Rate or Overage Charge”. It is the responsibility of the CCDF family to discuss this balance with you. You may waive this charge if desired but you are not obligated to do so. Any over rate or overage charges are the responsibility of the family.

CCDF REIMBURSEMENT RATE

Although child care reimbursement is based on the individual provider’s charge for service, there are established maximum reimbursement rates. These maximum rates are determined by a local market rate survey of Indiana licensed child care providers. CCDF will not reimburse at a rate higher than the CCDF reimbursement rate or provider’s charge. You may visit www.hoosierchildcare.com to learn more about the CCDF reimbursement rates in your area.

ACCREDITED PROVIDERS

Accredited providers have entered a voluntary system which evaluates their childcare program against specific criteria in areas of curriculum, health and safety, parent communications, and staff qualifications which have been validated by a nationally recognized early childhood organization. These providers are eligible for a higher rate of reimbursement in recognition of this commitment to quality child care. The Bureau of Child Care recognizes the following accrediting bodies:

- ASCI – American Christian Schools International
- COA – Council on Accreditation
- NAA – National After-school Accreditation
- NAEYC – National Association for the Education of Young Children
- NAFCC – National Association of Family Child Care
- NECPA – National Early Childhood Program Accreditation

VOLUNTARY CERTIFICATION PROGRAM (VCP)

Legally Licensed Exempt Un-Licensed Registered Ministries who have entered into a voluntary system (VCP) which evaluates their childcare program against specific criteria in areas of curriculum, health and safety and staff qualifications which have been validated by the Bureau of Child Care. These providers are eligible for a higher rate of reimbursement in recognition of this commitment to quality child care.

CO-PAYMENT

The dollar amount the family is responsible for paying directly to the provider based on the family's income at the time of application. This amount is listed on the paper voucher. Failure of a family to pay this charge must be reported to the Intake Office within 30 days from their first missed payment.

DISCREPANCY

A discrepancy is defined as a payment request from a child care provider resulting from an incorrect payment for services provided. This request may be for additional payment for a weekly, hourly or daily voucher when payment was less than authorized subsidy.

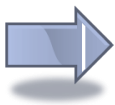
- All discrepancies must be mailed within **60 (sixty)** days from the last day of the service week. Discrepancies older than **60 (sixty)** days will be rejected.
- Personal Day discrepancies must have a parent signature on the Statement of Service (SOS) form. Lack of parent signature will result in the discrepancy being rejected.
- Parents with repeat discrepancies for failure to use their swipe cards according to program policy will receive communication from the State that warns continued abuse of program policy may result in termination from the CCDF voucher program.

Discrepancy forms may be located on the www.hoosierchildcare.com website under discrepancy instructions and Statement of Services provided.

Your child care reimbursement will be electronically sent to your bank account every two weeks. For information regarding a discrepancy status, contact the Provider Help Desk at 1-866-258-8808.

How Attendance Time is Captured

Step 1: A family uses their Hoosier Works for Child Care (HWCC) card to swipe their children in and out. If a family forgets their card, they may do a Previous Check In and/or Previous Check Out on the POS device the next day they are there. Please remember children should not be allowed to use the card to check themselves in or out. You may not swipe in or out for a family. Doing so is grounds for repayment of funds received and possible termination from the CCDF program.



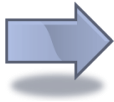
It is very important that the parent or authorized representative check their children in and out of your child care program every day that they attend.

Step 2: The data collected by your POS device is sent to the State Data Center through your landline telephone.

Step 3: Once the attendance period has closed, the swipe activity (check-in with a matching check-out) is added to determine the total hours of care. In the event that a

family forgets to check in or out, they may enter attendance for previous days up to 13 days in the past.

Step 4: Your child care reimbursement is calculated and directly deposited into your bank account on the designated date. If you have questions about your child care reimbursement, contact ACS at (800) 422-0850 using the generic Provider ID 1234 and Password 123456 to reach customer service.



It is recommended that you keep your POS tapes until at least the time you receive your reimbursement for services for those weeks. If you feel that you have been paid incorrectly, keeping your POS tapes may help you identify possible reasons.

How My Payment is Calculated?

Your child care reimbursement is calculated based on the following attendance rules:

➤ Full Time Care - Non school-age children

Full time care is defined as twenty-five (25) hours or more per week for non school-age children. If the child care provider charges a weekly rate, the child must attend a minimum of 25 hours per week, Sunday through Saturday, to qualify for the weekly subsidy listed on the voucher. **Weekly reimbursement will be cut in half for full time children who do not have at least 24 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

For children enrolled on a daily or hourly basis, reimbursement for care can never exceed the full time weekly reimbursement.

➤ Full Time Care - School-age children

Full time care for school-age children is defined as fifteen (15) hours or more per week, Sunday through Saturday, during the school year. If a school-age provider charges a weekly rate, the full weekly subsidy can be paid for the school-age child who is in attendance at least fifteen (15) hours per week, Sunday through Saturday, during the school year. **Weekly reimbursement will be cut in half for full time children who do not have at least 14 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

During the summer when school is not in session, and for care provided when a family works non-traditional hours (before 6:00 a.m. or after 6:00 p.m.) any time during the calendar year, full time care for school-age children is defined as twenty-five (25) hours or more per week. **Weekly reimbursement will be cut in half for full time children who do not have at least 24 hours**

and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.

For children enrolled on a daily or hourly basis, reimbursement can never exceed the full-time weekly reimbursement.

➤ **Holidays**

Reimbursement is made to all providers for up to six (6) days per calendar year, per child, when the facility or home is closed. This provision applies only if the facility or home has a written policy to charge all families for days they are closed. New providers will be asked to identify their six holiday closings. Also, prior to each new calendar year, you will be asked to identify which six (6) holidays or chosen days of closure you want reimbursed. These dates do not have to be legal holidays, rather dates you have selected as pre-determined closures. Failure to submit your holiday closures timely to ACS will result in non-payment of the holiday.

To receive reimbursement for a child, the child must have attendance recorded in your POS device at least one day in the 21 days prior to the holiday.

Holiday Tips:

- Annually you must report 6 selected holidays or chosen days of closure to be used throughout the year
- These chosen days must be days that you are closed and for which you are charging non-CCDF families.
- Failure to timely report your holidays will result in non-payment.
- CCDF children must be in attendance at least once during the 21 day period prior to the holiday to be eligible for holiday payment.
- Failure of families to enter attendance electronically during this 21 day time period prior to the holiday will result in non-payment.

➤ **Personal /Absent Days**

When enrolled full-time at a weekly rate each family is allowed twenty (20) personal days per child during their enrollment year for which reimbursement can be made if a child is absent. **Personal days are not given to children who are enrolled with hourly or daily vouchers.** The personal days can be used at the family's discretion when:

- The provider was open for business; **and**
- The child did not attend any part of the day; **and**
- The time of use is one of the child's scheduled days to attend.

Families have the option of choosing when they want to use their twenty (20) personal days for each child. Once the child's twenty days are exhausted, the family is responsible to pay for any days the child does not attend. Personal days **cannot** be used to provide two-week termination notice. Any requirements for notice are between the family and the provider.

For children with special circumstances or other medical issues, the family should contact the

Intake Office to learn how to request additional personal days.

Personal Day Tips:

- Children who attend full time at a weekly rate are allowed 20 personal days per year
- Personal days can only be used on days that you are open and that the child is regularly scheduled to attend
- Personal days can only be used for days that the child is not in attendance for any part of the day
- Personal days are used at the parent's choice
- If a family chooses not to use a personal day or they have already used all of their personal days, the family is responsible for any charges incurred for days the child is not in attendance.
- Personal days may not be used to provide a termination notice

SHIFT CARE

A provider may decide to offer child care services during two separate shifts during a 24-hour day. CCDF children will be assigned, according to their service needs, to one of two 12-hour shifts: either 6pm to 6am or 6am to 6pm. If you wish to use alternate hours for these two shifts, you must first contact BCC for approval. A provider may not enroll more than their licensed capacity during either 12-hour shift. A child who needs care that would overlap the shifts will be assigned to **both** shifts.

WHERE CAN I GET PAYMENT INFORMATION?

Payment information is available to providers in several ways.



By using your POS device to obtain “Totals Report” for the previous week’s payment. Detailed instructions are available in your Provider Operations Manual.



By viewing payment details on www.hoosierchildcare.com. For assistance accessing this website, contact the ACS Helpdesk or download a user guide.



By contacting the ACS Helpdesk at (800) 422-0850. You may use the generic ID #1234 and password 123456 to reach customer service.

WHAT HAPPENS IF I MOVE?

It is important to remember Indiana law links your CCDF child care reimbursements to the actual address where you provide child care. The Intake Agent will not be able to complete a provider change request until the new facility appears in the Intake Software, therefore, every child care provider must document they have met CCDF Provider Eligibility Standards at the address where care is provided. Certification includes, but is not limited to, an inspection of the facility or home. Once vouchers have been assigned to the new address, the provider must contact ACS for assistance in programming their Point of Service (POS) device to reflect the change in address.

Failing to have your new address approved will result in CCDF reimbursement disruption. If a provider begins to care for children prior to demonstrating compliance with applicable CCDF Provider Eligibility Standards, the provider may not be paid for services provided. You should always contact your CCDF Policy Consultant PRIOR to moving.

Failure to notify your CCDF Policy Consultant of a change in your status, including, but not limited to; a move to a new address, a change in licensing class, a change in ownership or change in primary caregiver may result in immediate termination of CCDF reimbursements.

Further, you may receive a demand for repayment of any and all CCDF reimbursements made to you if you were reimbursed for child care provided at an ineligible facility or home.

**If you are planning to move,
You must follow the steps listed below.**

Licensed Centers/Homes and Registered Ministries

1. Once you know your new address, contact State Child Care Licensing at **1-877-511-1144**.
2. Schedule a time before you move to have the address inspected.
3. **Once you have received your new license or certificate of registration in the mail,** have your CCDF families contact their local Intake Office. Families will need to fill out forms showing they have changed the address where their children receive child care services. Families must do this before child care can be reimbursed at the new site.
4. Call the ACS Provider Help Desk **1-800-422-0850**. Ask how to reprogram your POS to your new address.



REMEMBER: If the new address fails to meet CCDF Provider Eligibility Standards, CCDF reimbursements will not be made for child care provided

at the new address, and families will be required to select another child care provider.

Legally Exempt Centers and Homes

1. Once you know your new address, contact The Consultants Consortium (TCC) at 1-866-921-6623.
2. Schedule a time before you move to have the new address inspected.
3. **When you receive official notification your address has been approved**, have your CCDF families contact their local Intake Office. The families will need to fill out forms showing they have changed the address where their children receive child care. Families must do this before child care can be reimbursed at the new site.
4. Call the ACS Provider Help Desk 1-800-422-0850. Ask how to reprogram your POS to your new address.

PROVIDERS WITH MULTIPLE LOCATIONS:

Providers must care for a CCDF child at the site to which the child was assigned by the Intake Agent (the address listed on the voucher). Providers with multiple sites must have parents or authorized user's swipe in and out on the Point of Service (POS) devices assigned to the specific approved address in order to electronically document the child's attendance. The POS device must be located in the facility where child care is assigned. **The provider must ensure children attend and are claimed at the site to which they are assigned.** Care provided at an alternate address will not be reimbursed and can result in a repayment of CCDF funds received and/or termination from the CCDF program.

WHAT HAPPENS IF I LOSE MY CCDF ELIGIBILITY?

(Provider Compliance / Non-Compliance)

Effective July 1, 2012 the General Assembly passed legislations that requires all child care providers to comply with certain health and safety standards prior to their participation in the Child Care and Development Fund Voucher Program (CCDF).

Effective July 1, 2005 the General Assembly passed legislation stating licensed child care homes and licensed child care centers would be considered compliant with CCDF Provider Eligibility Standards (PES) as long as their Indiana license is valid.

Unlicensed child care providers, however, must demonstrate compliance with the CCDF Provider Eligibility Standards (PES) with written documentation as well as home/facility inspection.

CCDF Providers may lose their ability to be reimbursed for serving CCDF children for several reasons.

1. Non-compliance with CCDF Provider Eligibility Standards

A CCDF eligible provider must assure CCDF Provider Eligibility Standards (PES) is maintained at all times. Failure to maintain compliance may result in decertification through a Notice of Order:

- ✓ A “**Notice of Order**” will be sent to you telling you why you are no longer in compliance. It also explains you have 18 days to correct the issue(s). An effective date is listed on this letter. This is the date your ability to receive reimbursement will end.
- ✓ CCDF families assigned to this address will immediately be sent a letter from the local Intake Office telling them they must choose a new CCDF eligible provider by the effective date of your Notice of Order letter or their CCDF assistance will be terminated.
- ✓ If the issue(s) is **not** resolved by the effective date on the “Notice of Order,” you will **not** be reimbursed for any child care services you provide to CCDF children after this date.
- ✓ When the issue(s) has been corrected, you must contact TCC or BCC to verify/document your compliance.
 - Once resolved, a “**Rescind Order**” will be sent to you. The Rescind Order reinstates your CCDF certification and your eligibility to receive CCDF reimbursements.
 - Depending on the effective date of the Rescind Order, you may or may not have a **gap** in your eligibility for CCDF reimbursement.
 - You should make sure your CCDF families contact the Intake Office to have their vouchers reinstated with you provided they have not chosen another CCDF eligible provider or been terminated from the CCDF program.

You may appeal a **Notice of Order** to the Division of Family Resources using the process outlined below and ineligible CCDF providers, who choose to file a written request for appeal, **will not be reimbursed during the appeal process.**

STEP 1:

Prior to the effective of the Notice of Order (NOO), the provider must send a written request for appeal to the Division of Family Resources. The written request must state you are the person to whom this order is directed; that you are negatively affected by the order; and that you are entitled to a review of the order. Your request should be directed to:

CCDF Policy Manager
Family and Social Services Administration
402 W. Washington Street, Room W-361, MS02
Indianapolis, IN 46204-2773

2. **Suspension for Other Reasons**

In certain situations where there are immediate concerns for the protection of children or the integrity of the provider, the Division of Family Resources (DFR) may take adverse action against a provider affecting the ability to participate in the CCDF program.

Reimbursement will cease upon suspension or termination of a CCDF eligible provider. A provider may be suspended by the Division of Family Resources (DFR) from the CCDF program for the following reasons:

- ✓ Death or serious injury of a child while in the provider's care pending the outcome of the investigation;
- ✓ A pending abuse or neglect charge against the provider, an existing employee or volunteer of the provider, or in the case of a licensed or legally license exempt child care home, a member of the provider's household;
- ✓ substantiated health or safety hazard;
- ✓ Threatening behavior directed towards a representative of the Division or its agents;
- ✓ Providing false or misleading information on any form connected with the CCDF Voucher Program;
- ✓ Illegally operating a home or facility;
- ✓ Failure to respond to the Division's request for information, including but not limited to, written attendance records;
- ✓ Failure to meet the CCDF provider eligibility standards, IC 12-17.2-3.5;
- ✓ A substantiated health or safety hazard posing an immediate threat to the health or safety of the children in care;
- ✓ Documentation of a CCDF eligible child's attendance, by the provider, in a manner not allowed by the Division;
- ✓ Failure to respond to a repayment agreement or to remain current with any repayment agreement in place with the Division;
- ✓ Failure to allow the Division or its agents access to the child care facility / home, child care staff and other child care records;
- ✓ Possession of a CCDF client's card, card number, personal identification number or other information enabling a provider to document a CCDF eligible child's attendance;
- ✓ Requiring a CCDF client to allow the provider to possess their CCDF care, card number, personal identification number, or any other means for recording electronic attendance;
- ✓ Charging the CCDF voucher program for time a CCDF eligible child was not in attendance, excluding approved holidays and personal days, as allowed by the Division;
- ✓ Charging the CCDF voucher program for time the CCDF eligible child was not cared for at the CCDF approved address;
- ✓ Substantiated violation of CCDF voucher program policies and procedures;
- ✓ Substantiated fraud, any components of fraud, or the illegal receipts of government funds by any governmental agency.

Appeal Process:

STEP 1:

Within **15 calendar days** of receipt of suspension notice, the provider must send a written request for an informal meeting with the Bureau of Child Care to:

BCC Administrator
402 W. Washington Street, W-361, MS02
Indianapolis, Indiana 46204-2773
Attn: CCDF Provider Suspension Appeals

The BCC Administrator has **15 calendar days** to review the request and respond.

STEP 2:

If the provider is not satisfied with the decision of the BCC Administrator, the provider has **15 calendar days** to submit a **final written** request for a hearing:

Bureau of Child Care
402 W. Washington Street, W-392, MS02
Indianapolis, Indiana 46204-2773
Attn: CCDF Provider Suspension Hearing

3. Termination for Other Reasons

Termination of a CCDF Eligible Provider will become effective immediately upon notice. **Reimbursement will cease upon termination of the ineligible CCDF provider.** A provider will be terminated by the Division of Family Resources (DFR) from the CCDF program for the following reasons:

- ✓ A CPS substantiation of abuse or neglect against the provider, an existing employee or volunteer of the provider, or in the case of a licensed or legally license exempt child care home, a member of the provider's household;
- ✓ Substantiated fraud, any component of fraud, or the illegal receipts of government funds by any governmental agency;
- ✓ For licensed child care facilities / homes, the loss of licensure;
- ✓ Illegally operating child care facility or home;
- ✓ Repeated failure to meet CCDF provider eligibility standards under IC 12-7.2-3.5 even if insufficiencies have been corrected;
- ✓ Pending criminal charges for fraud, any component of fraud and/or CCDF voucher program policies or procedures by any governmental agency;
- ✓ Repeated substantiated violation of CCDF voucher program policies and procedures;
- ✓ Providing false or misleading information on any form connected with the CCDF voucher program;

- ✓ Charging the CCDF voucher program for time a CCDF eligible child was not in attendance, excluding approved holidays and personal days, as allowed by the Division;
- ✓ Charging the CCDF program for time a CCDF eligible child was not cared for at the approved CCDF address;
- ✓ Requiring a CCDF client to allow the provider to possess their CCDF card, the card number, or personal identification number, or any other means for recording electronic attendance;
- ✓ Charging CCDF families for any liquidating damages or overages owed by the provider.

If termination action is taken, CCDF families will be advised to choose another CCDF eligible provider immediately. **Reimbursement will cease upon termination of the provider.**

Appeal Process:

STEP 1:

Within **15 calendar days** of receipt of suspension notice, the provider must send a written request for an informal meeting with the Bureau of Child Care to:

BCC Administrator
402 W. Washington Street, W-361, MS02
Indianapolis, Indiana 46204-2773
Attn: CCDF Provider Suspension Appeals

The BCC Administrator has **15 calendar days** to review the request and respond.

STEP 2:

If the provider is not satisfied with the decision of the BCC Administrator, the provider has **15 calendar days** to submit a **final written** request for a hearing:

Bureau of Child Care
402 W. Washington Street, W-392, MS02
Indianapolis, Indiana 46204-2773
Attn: CCDF Provider Suspension Hearing

LIMITATIONS OF APPEAL

If a provider misses the timeline, the right to appeal is forfeited. All appeals sent by providers will be counted as sent on the date as postmarked. All dates on responses by the state will be counted as sent on the date as postmarked.

Provider payments will not be made during the appeals process. Any CCDF families assigned to your facility will be notified by the Intake Agent to choose another CCDF Eligible Provider.

AS A CCDF PROVIDER YOU ARE SUBJECT TO RANDOM AUDITS!

When you became a CCDF certified provider, you agreed to allow access to your child care facility or home to any representative of the Family and Social Service Administration. This consent includes FSSA Field Auditors. These auditors are responsible for determining if appropriate reimbursement has been made to eligible child care providers for providing care to eligible CCDF children. To make this determination, FSSA Field Auditors may conduct on-site inspections. These inspections will include viewing and copying, or requesting copies, of your alternate written attendance documentation, holiday schedule or other reimbursement related policies. FSSA audits may also include desk audits of the electronic attendance of enrolled families and payments made to providers.

If an audit of your records indicates receipt of an inappropriate reimbursement, you will receive written notification of their intent to collect repayment. The notification will inform you of your right to appeal.

REPAYMENTS AS THE RESULT OF AN INVESTIGATION

When you became a CCDF certified provider, you agreed to allow access to your child care facility or home to any representative of the Family and Social Service Administration. This consent includes FSSA Investigators

If an investigation indicates receipt of inappropriate reimbursement, you will receive written notification of their intent to collect repayment. This notification will inform you of your right to appeal.

FREQUENTLY ASKED QUESTIONS



How do I get paid? Will you send me a check?

You will not receive a check. Your reimbursement will be electronically sent to your bank account. Electronic funds transfer is very accurate and timely when compared to mailing checks



When can I expect to receive my reimbursement?

Funds are transferred every two weeks on Wednesdays to the bank account designated in your Provider contract. Reimbursements are made 17 days after the last day of a two week service period. You may find the schedule of reimbursements and service periods in the packet of information ACS gave you when your POS was installed or you may obtain a copy from www.hoosierchildcare.com. You may also receive a copy by contacting the ACS Provider Help Desk at 1-800-422-0850.



What if I have a question about my reimbursement, user ID or password?

Call the ACS Help Desk at 1-800-422-0850.



Can I keep a Parent's HWCC card so they don't forget it?

No! Possession or use of a parent's card, 16 digit card number and/or Personal Identification Number (PIN) is prohibited and could result in termination of the family and the provider from the CCDF program.



How do I change my direct deposit account?

You will need to fill out and mail in a new direct deposit authorization form. The form can be obtained by calling ACS at 1-800-422-0850 or from the provider website www.hoosierchildcare.com. The form must be mailed to the following address:

ACS Hoosier Works for Child Care
101 W. Ohio, Suite 1700
Indianapolis, IN 46204



My reimbursement was for an incorrect amount. What do I do?

If you believe that your payment is not correct, you must complete a "CCDF Discrepancy Childcare Statement of Services Form".

When you submit a discrepancy form you must:

1. Send documents/records to support the discrepancy to:
ACS Hoosier Works for Child Care
101 W. Ohio Street, Suite 1700
Indianapolis, IN 46204.
2. Include a CCDF Discrepancy Childcare Statement of Services Form signed, in *blue ink* by the parent **and** the provider. The discrepancy will be denied if it is not signed in blue ink.

3. You must fill out one discrepancy for each 2 week service period. If you have questions about service periods, they are listed in your reimbursement schedule.
4. The information you send will be reviewed and if appropriate, reimbursement will be made for the amount due.



Where do I get the CCDF Discrepancy Childcare Statement of Services Form?

You will receive copies of the “CCDF Discrepancy Childcare Statement of Services form” when you receive your POS device. Check your Provider Operations Manual. If you do not have any Discrepancy Forms, contact the ACS Provider Help Desk at 1-800-422-0850 or go to <https://www.hoosierchildcare.com>



How do I know if the child I am serving is eligible?

When the family (or family’s authorized representative) correctly swipes the card in the POS device, the POS device will deny a transaction for an ineligible child. You should consult your POS Operations Manual for an explanation of the different types of denial/error codes you may receive. You can also find information about the CCDF children you are serving at www.hoosierchildcare.com

If a family fails to reauthorize their CCDF case will be terminated and their card will not work. You can help the parents enrolled with you by keeping track of their subsidy end date and sending out reminders to parents to reauthorize their CCDF.



The family is not making their co-payment. Who is responsible?

It is your responsibility to collect the co-payments as specified on the child’s voucher. If you are having problems collecting co-payments from a specific family, please contact the family’s local Intake Office within thirty (30) days from the first missed payment. The Intake Office can determine if the family is still in compliance with CCDF policies.



If a family is not paying their over rate or overages, can the local Intake Office require the family to pay the charges?

An over rate or overage is the portion of your charges which exceed the maximum allowable reimbursement. It is your responsibility to address the payment arrangements needed to cover these charges with the CCDF family.



What happens if I increase my charges before the voucher end date?

A change in a family’s reimbursement may only take place at the time of reauthorization, if appropriate. However, if you obtain accreditation prior to the family’s voucher end date, you should contact the local Intake Office to receive instructions regarding a possible increase in reimbursement.



If the family does not have their card, can they still check a child in/out?

The parent may use the manual process to CHECK IN or CHECK OUT by entering their 16 digit card number. If the parent does not know their card number, they will have to perform a PREVIOUS CHECK IN or PREVIOUS CHECK OUT when they return with their card. It is essential that the family swipe in/out as soon as possible so that you can receive

the correct reimbursement. Additionally, if a family doesn't swipe for 60 days the voucher will be terminated without notice.



If the family has their card but it is damaged and the device cannot read it, can they still check a child in or out?

The parent may use the manual process to CHECK IN or CHECK OUT by entering their 16 digit card number. You should advise the family to contact their local Intake Office to get a replacement card.



If I am closed due to bad weather or other circumstance can my parents use a personal day?

No, personal days can only be used when:

- The provider was open for business; and
- The child did not attend any part of the day; and
- The time of use is one of the child's scheduled days to attend.

WHO DO I CALL?

The following people and organizations can be contacted if you have any questions regarding child care or the CCDF Program.

ACS Provider Helpdesk

(800) 422-0850

- ❖ Questions about your CCDF payments
- ❖ Problems with you POS Device
- ❖ Reporting provider holidays
- ❖ Reporting a change in banking information
- ❖ Questions about tax reporting documentation (Form 1099)
- ❖ Verification of income received
- ❖ For technical assistance with the provider website www.hoosierchildcare.com

CCDF Policy Consultant

(877) 511-1144

See the following map for contact information

Assists with all CCDF Policies and Procedures and program support for families and providers.

CCDF Provider Helpdesk

(866) 258-8808

- ❖ Information on completing a discrepancy request
- ❖ Status of a discrepancy payment
- ❖ Clarification regarding rejected or denied discrepancy payments

The Consultants Consortium (TCC) Certified Unlicensed and Unregistered Providers only
(866) 921-6623

- ❖ Questions about your CCDF provider standards
- ❖ Considering a move to a new location
- ❖ Questions about a Notice of Order
- ❖ Your facility is not available for selection by the local Intake Office.

Indiana Association for Child Care Resource and Referral (IACCRR)
(800) 299-1627

- ❖ Paths to Quality
- ❖ Educational and business resources for child care providers
- ❖ Information about child care needs in your community
- ❖ Assistance for families in locating child care in their community

Licensing Consultant / Registered Ministry Consultant

- ❖ Issues pertaining to licensing or registration
- ❖ W9 issues
- ❖ Issues with your Tax ID number

To locate your licensing/registration consultant access the following website:

<https://secure.in.gov/Apps/fssa/carefinder/contact.html> or by calling the Bureau of Child Care at 1-877-511-1144.

CCDF Fraud Coordinator
317-234-2200

- ❖ To report suspected CCDF fraud

Other Resources

www.hoosierchildcare.com

This website provides valuable information about your POS device and user manual, CCDF provider forms, CCDF vouchers and payments.

If you are logging on for the first time, you must enter your user ID and password.

- ✓ Your user ID is lower case “u” followed by your Provider ID provided to you when your POS device was installed. If you do not have your Provider ID, contact the ACS Helpdesk for assistance.
- ✓ Your password is the same as your provider ID.
- ✓ Once logged in, you will need to select a password. Please choose something that is easy to remember.

Now you will be able to:

- ❖ View detailed payment information
- ❖ View active and inactive voucher details for all children enrolled
- ❖ View attendance activity for each child by the day or week. This data is displayed the day after attendance is reported.

www.carefinderindiana.org

This is the Bureau of Child Care's website. Here you will find valuable information about the CCDF program as well as other child care programs throughout the State.

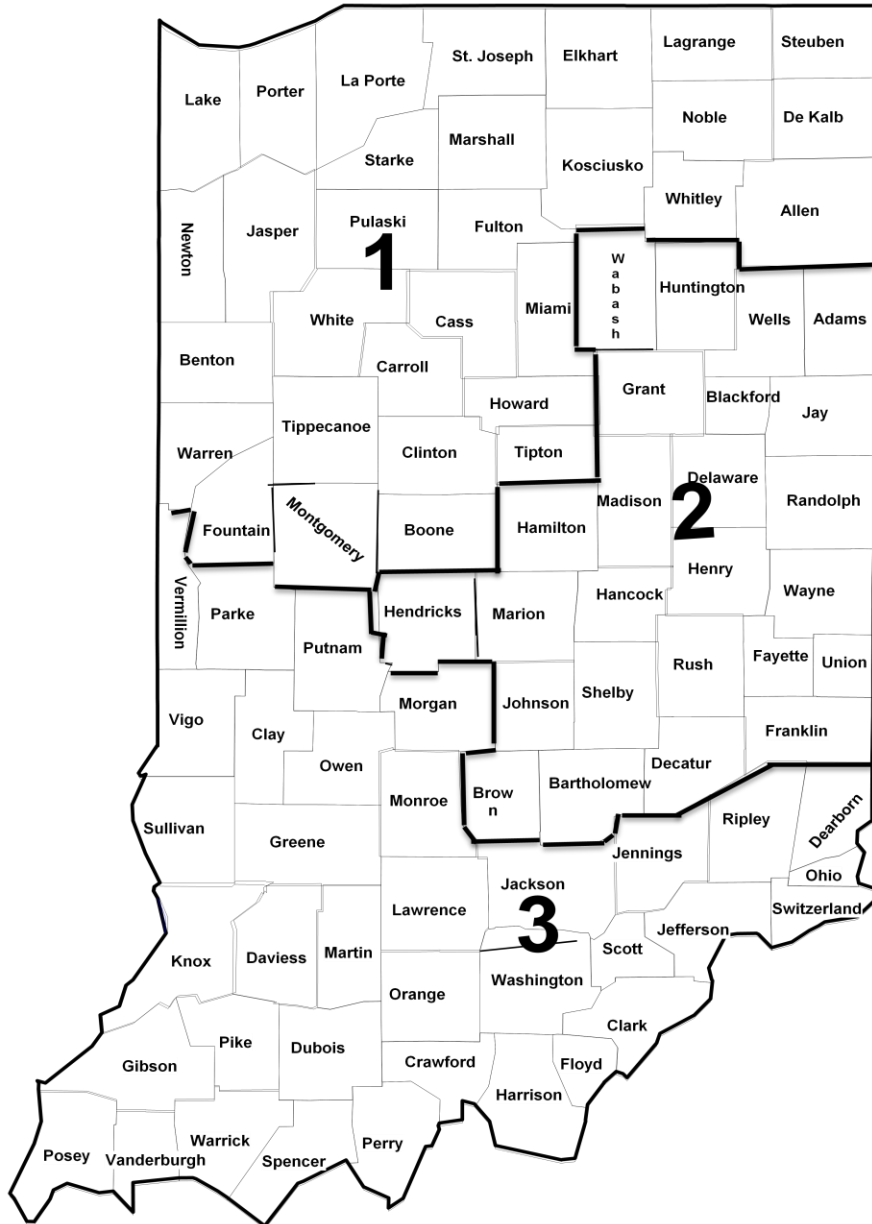
www.childcareindiana.org

This website will provide information on Paths To Quality (PTQ), as well as other provider and family resources.

State of Indiana

CCDF Policy Consultants

Primary CCDF Contacts



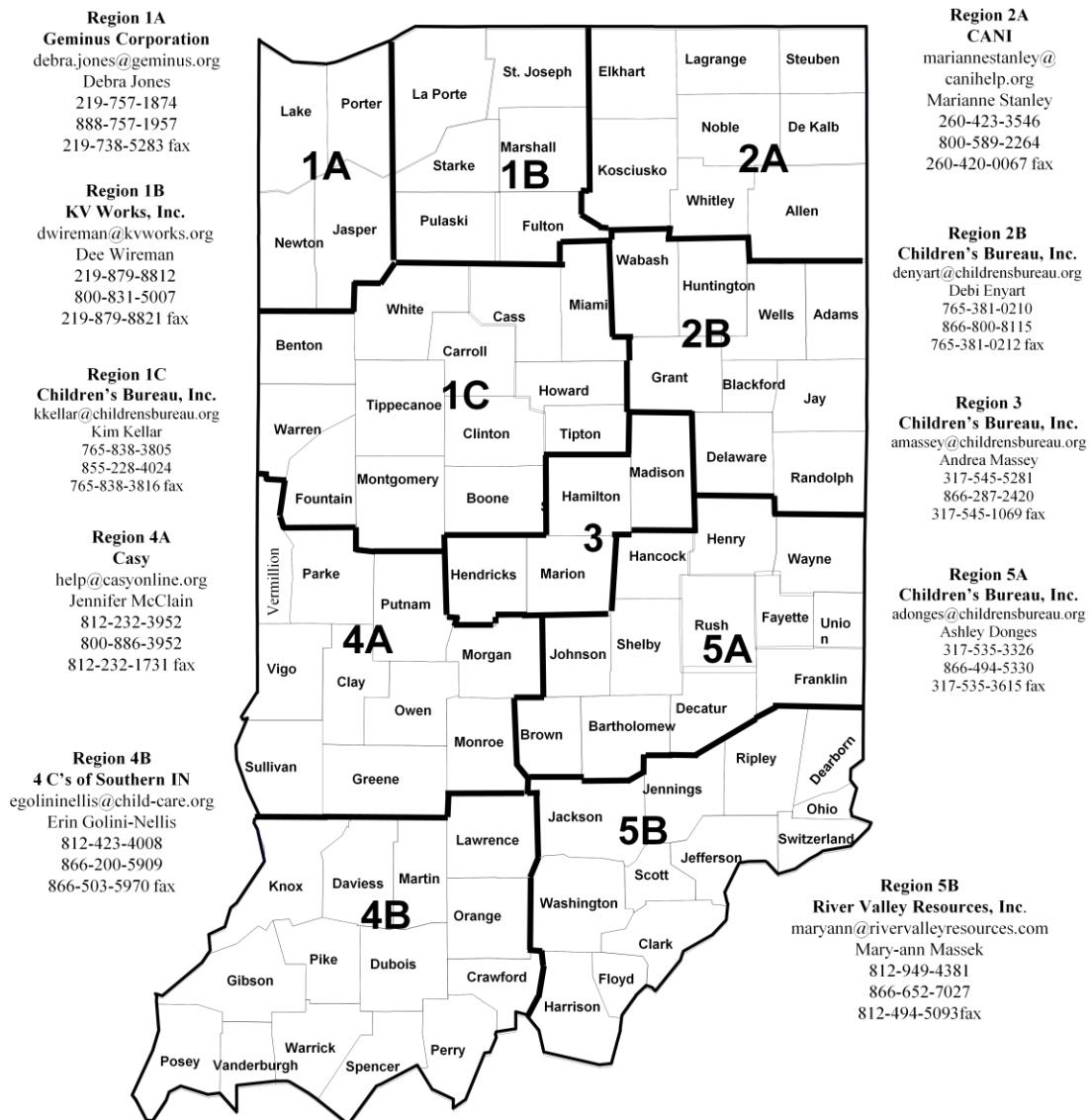
1.
Suzanne West
574-282-8065
574-282-8068
fax
Suzanne.West@fssa.in.gov

2.
Carrie Gray
317-232-7112
317-234-1513 fax
Carrie.Gray@fssa.in.gov

3.
Laura Sullivan
812-447-8396
812-378-1908
fax
Laura.Sullivan@fssa.in.gov

Effective June 12, 2011

State of Indiana Primary CCDF Intake Agents



Updated
January 12, 2012